

# Feedback on Horton's Satisfaction Survey 2024/25

Consultation with all the people that access Horton's services.

## You said:

You are happy with the support you receive from Horton.

Feedback included: you feel that you are not judged, you feel safe, secure and listened to, your support worker is helpful and trustworthy - you can speak to them in confidence.

## We said:

We are pleased to hear such positive feedback and will continue to provide high quality support to meet your individual needs.

We can do this or have already done it.



## You said:

You feel safe and settled in both your home and the area where you live. You like that our colleagues are available to speak to at any time.

## We said:

We are pleased to hear that you feel safe and settled in your home.

We can do this or have already done it.



## You said:

You feel you have been given the opportunity to work on your goals and aspirations.

Some said this was through support around drug challenges, managing money and building confidence to become independent.

## We said:

We are pleased to hear this and will continue to provide tailored and motivational support to meet your individual needs.

We can do this or have already done it.



# Feedback on Horton's Satisfaction Survey 2024/25

Consultation with all the people that access Horton's services.

## You said:

Your support worker works with you at your own pace. You feel listened to and don't feel rushed. Your worker is understanding, fair and flexible.

## We said:

We are pleased to hear that you are happy with your support workers approach.

We can do this or have already done it.



## You said:

Some of you told us that you would like to have more flexibility around allowing visitors.

## We said:

Visitors' rules vary from scheme to scheme. Visitors' rules are in place for the safety and security of each tenant. We review the visitors' rules regularly, however it is not always possible to be as flexible with the rules as it would be in your own home. If you have any special requests or requirements, you can discuss these with your support worker or scheme manager. We will try to be as flexible as we can to accommodate you. However, there are specific schemes where we cannot allow visitors or overnight stays due to the safeguarding measures we have in place.

We're not sure yet, we will discuss it a bit more.



# Feedback on Horton's Satisfaction Survey 2024/25

Consultation with all the people that access Horton's services.

## You said:

Some of you suggested that we reduce the rents so that people can stay in the services when they become employed.

## You said:

Some of you would like the gardening to be done more frequently and for repairs to be done more quickly.

## We said:

We're sorry we can't do this, but we'll explain why.



Occupancies with Horton are only short-term as our accommodation is 'supported housing.' We do work with people to move them to their own independent and affordable home when they can work and live independently.

## We said:

We have targets that we work towards to make sure that repairs and gardening are completed within reasonable timescales. For example, we aim to complete non-urgent repairs within 28 days, emergency repairs within 24 hours, and urgent repairs within three days.

Gardening is set on a schedule - for example, grass is cut more often during the summer, when it grows much quicker than in winter.

If you have reported a repair and you don't think this was completed within expected timescales, you should contact a Horton colleague to discuss this so that the repair can be chased up with our Property Services team, or a reason is given to you for the delay. If this does not resolve the issue, then you can ask for this to be investigated further, so the matter can be resolved.

We're not sure yet, we will discuss it a bit more.

